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AUTUMN, 2017

Disasters Don't Plan Ahead.
YOU CAN.



Manager's Message

Patrick Lynch, RN

Manager, Response Personnel Unit



Patrick Lynch

This month is National Preparedness Month and the sixteenth year since the terrorist attacks on 9/11. Unfortunately, it appears that our personal preparedness now needs to encompass not only natural disasters and terrorist conducted events but also civil unrest. Please avail yourself of opportunities to learn about preparedness and personal safety.

Hurricane Harvey demonstrated nature's power as it hit Texas. Scenes of flooding that were reminiscent to me of images of Hurricane Katrina. When there are significant events such as Hurricane Harvey, we do receive inquiries as to whether or not DHV/MRC volunteers will be deployed to other states for such events. Although I am happy to hear of such interest from our state's healthcare volunteers, the affected state would have to make the request, and there are likely other processes that the requesting state would use before asking for our volunteers. We give our thoughts and prayers for those who lost their lives and for the recovery of all those impacted by Hurricane Harvey.

Closer to home, wildfire season is having severe impact on California and other western states. Evacuations and shelters have been and are needed in various locales across the state. Again, think preparedness, evacuation plans, and defensible space.

So, please prepare! Prepare for yourself, your loved ones, your pets, and your community. The Department of Homeland Security (DHS) has some very good information for preparing for disasters and emergencies. DHS offers a National Preparedness Month social media toolkit that is broken into a different theme for each week of this month. You will find more information on page 4 of this edition of the DHV Journal.

On a happier sounding note, in this issue of our DHV Journal we report on the well earned, well deserved retirement of our long time State MRC Coordinator and DHV trainer, Sheila Martin. We at the EMS Authority (EMSA) are happy that she gets to enjoy a new chapter in her life, but we have a certain sadness in that we will miss Sheila and her knowledge and talents here at the Authority. Best wishes to Sheila!

Also, we are introducing something NEW! EMSA is currently piloting the Patient Unified Look-up System for Emergencies (PULSE). The PULSE operating system will allow physicians, physician assistants, nurse practitioners, registered nurses, pharmacists, paramedics and EMTs the ability to search and retrieve patient information during declared disasters from participating Health Information Organizations (HIOs). Patient information may include allergies, current medications, and chronic conditions. This information can aid the clinician in providing better care under disaster conditions at Alternate Care Facilities (ACF), etc. More details on page 6.

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MRC Corner

Lauran Capps
California State MRC Coordinator



Lauran Capps

I cannot believe this year is more than halfway over! California MRC's have been very busy over the last quarter. MRC's participated in numerous drills and exercises. To name a few, Kern County MRC assisted in a full scale exercise for Kern River Valley CERT Team, Santa Barbara MRC had a Medical Shelter exercise, San Diego MRC participated in a full scale evacuation exercise at the VA San Diego Healthcare System and they participated in a Coastal Warrior Exercise. Additionally, MRC Los Angeles & SoCal MRC Coordinators Alliance had a Mutual Aid and Medical Points of Dispensing (MPOD) Drill.

To name a few real world events that occurred this quarter: Hands Only CPR Clinics, Vaccination Clinics, Cleaning up pharmacy caches, First Aid stations, etc. Also, in August, Ventura MRC had a real activation where they assisted in moving critical and non-critical patients out of the Ventura County Medical Center. (Read

their article on page 5)

The Emergency Medical Services Authority (EMSA) has also been very busy! EMSA conducted a tabletop exercise using the Patient Unified Lookup System for Emergencies (PULSE) that involved volunteers from Sacramento County DHV Unit and Sacramento Regional MRC. PULSE can allow specific volunteers to query and view patient records when deployed to an alternate care facility during a declared disaster. This drill involved volunteers gathering information utilizing PULSE. More thorough information regarding PULSE will be made available to you at a later date.

Also, we had the California Medical Assistant Team (CAL-MAT), Urban Search and Rescue (US&R) Field Training Exercise (FTX) at Moffett Federal Airfield. Some of the participating entities included EMSA, CAL-MAT, US&R, CA National Guard, San Francisco VA, VA Palo Alto, and our very own... Berkeley MRC. Pictured below are CAL-MAT and Berkeley MRC participants.

We also want to take this opportunity to thank Sheila Martin on her retirement from state service after twenty-nine years. Sheila was the State MRC Coordinator for approximately eight years. She will be missed at EMSA, but we wish her well in her retirement!

California has 41 MRC Units and approximately 8,400 MRC Volunteers. In September, we celebrate National Preparedness month. EMSA is very proud of the volunteerism that takes place in California and our local MRC volunteers and their Unit Coordinators that really make such a great team. We want to say thank you for all the work you do to promote resilience and sustainability in your communities.

THANK YOU and...

Happy National Preparedness Month!



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FEMA Media Library

Prepare for severe weather

<https://www.ready.gov/severe-weather>

The Disaster Dodgers talk about staying safe for severe weather.

Video: Severe Weather

Link: <https://www.fema.gov/media-library/assets/videos/106010>



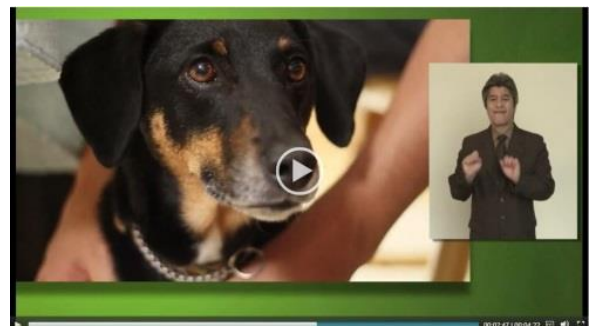
Prepare for your pet

<https://www.ready.gov/animals>

A unique instructional video containing information for pet owners and suggestions for proactive pet emergency preparedness

Video: Preparing Makes Sense for Pet Owners

Link: <https://www.fema.gov/media-library/assets/videos/78847>



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National Preparedness Month

National Preparedness Month (NPM)

This September, National Preparedness Month (NPM) will focus on planning, with an overarching theme “Disasters Don’t Plan Ahead. You Can.”

We should all take action to prepare! We are all able to help first responders in our community by training how to respond during an emergency and what to do when disaster strikes — where we live, work, and visit. The goal of NPM is to increase the overall number of individuals, families, and communities that engage in preparedness actions at home, work, business, school, and place of worship.



2017 Weekly Themes

Week 1: September 1-9	Make a Plan for Yourself, Family and Friends 	<ul style="list-style-type: none">• Make an Emergency Plan.• Sign up for alerts and warnings in your area.• Learn your evacuation zone and have an evacuation plan.• Check your insurance coverage and review the Document and Insure Property guide.• Plan financially for the possibility of disaster.
Week 2: September 10-16	Plan to Help Your Neighbor and Community 	<ul style="list-style-type: none">• Learn skills you need to help yourself and others until help can arrive.• Take Until Help Arrives training.• Check on your neighbors.• Talk with your Power Company about utility safety.• On National Prepareathon Day, Friday, September, 15, hold an event.
Week 3: September 17-23	Practice and Build Out Your Plans 	<ul style="list-style-type: none">• Complete an Emergency Financial First Aid Kit (EFFAK)• Maintain emergency savings for use in case of an emergency• Participate in an emergency drill• Know how to access community resources (e.g., shelters, food banks)
Week 4: September 24-30	Get Involved! Be a Part of Something Larger	<ul style="list-style-type: none">• Get your campus, business, faith-based organization and community organization prepared for an emergency• Join Weather Ready Nation• Sign up for Ready Business Workshop

Hashtags and Emoji

[#NatlPrep](#)

[#PlanAhead](#)

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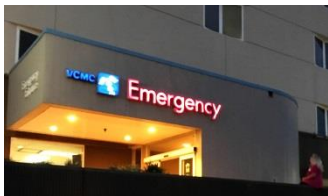
Ventura County Medical Reserve Corps (VCMRC) Full Activation

By Dan Wall, RN, MPA, Manager, Emergency Preparedness Office,
Ventura County Public Health Department, Emergency Medical Services Agency



The Ventura County Medical Reserve Corps Unit 959 has been working in congruence with the Ventura County Health Care Agency and Emergency Medical Services to assist with the opening of the new hospital replacement wing at Ventura County Medical Center (VCMC). This multi-level response has been months in the making. From early planning efforts, to responding to staffing requests, the Medical Reserve Corps has been a critical partner in preparation for this new facility to begin to care for patients.

The series of events began with evacuation drills of two facilities spanning over four days. Each department and each shift were tested on evacuation procedures as if there was an actual emergency. MRC volunteers checked in each person as they arrived to the evacuation area to confirm 100% accountability. Over the next 20 days the MRC assisted with providing Fire Life Safety training to all hospital employees, Ventura Police Department Officers and Ventura City Fire Department Personnel. A total of nine shifts per day from May 8th to May 27th was required to reach all trainees. Training consisted of identifying fire protection features in the building, reviewing NFPA 101 (Life Safety Code), reviewing codes and regulatory requirements for fire detection, suppression systems, and portable fire extinguishers. This ensures adherence to code and regulatory requirements. The last portion of training was to review Emergency Action Plans, Fire Prevention Plans and Hazardous Materials Business Plans.



The VCMC Replacement opening ceremonies were held over a two-day period. The event was for dignitaries on day one and the public opening ceremony on day two. The MRC provided event setup, logistical support, medical aid and demobilization for the entire event. This celebration marked the completion of construction and the beginning of equipment movement and allowed personnel to staff the new building. This truly shows the dedication of our volunteer Medical Reserve Corps and their commitment to our medical community.

The patient "Evacuation"/Move day occurred on an early Sunday morning in late August. The Ventura County Medical Reserve Corps were activated using the Disaster Healthcare Volunteers site in which they responded in force. VCMRC were sent to work after safety briefings were complete, they began assisting VCMC with moving critical and non-critical patients to the new hospital.

This was a full activation of the VCMRC requiring medical specialties from our unit to assist in staffing, moving, safety and a variety of other tasks. Additionally, Information Technology specialists within the VCMRC assisted with communications during the transition along the route with radio operators providing constant communication allowing leadership to have a clear picture of the event from the command center. VCMRC also was tasked with assisting family members of patients with information and directions to reach their loved ones. The



hospital administration lauded VCMRC for their support, and stated that they were “Instrumental in the successful movement of patients and transition from old facility to the new facility”.

This series of recent activations has been a huge benefit to our team. These deployments have allowed members to use the skills they refine in our monthly trainings. The Disaster Healthcare Volunteers site was instrumental in managing volunteers using its messaging and tracking features. Our Medical Reserve Corps unit has been an extraordinary benefit to the County’s response system. These events have also boosted moral amongst membership and reaffirms the purpose for our team. After this extensive operation, I feel confident our unit will be able to conquer any goals or challenges set forth.

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EMSA Tests Use of PULSE with California Disaster Healthcare Volunteers

EMSA recently conducted a tabletop drill at Sacramento State University to test the Patient Unified Lookup System for Emergencies (PULSE) -- a web-based application accessed through the Disaster Healthcare Volunteers (DHV) system that allows users to search and retrieve relevant patient health information.

The PULSE system was built to facilitate the exchange of patient health information during an emergency by extending interoperability across disparate health information exchange (HIE) technologies. The PULSE system will aid in the care of patients treated at alternate care facilities by providing a means to access patient health information such as allergies, chronic conditions, and medications.

During the drill, DHV members from Sacramento County and Sacramento County Medical Reserve Corps (MRC) responded to 30 drill scenarios by searching and retrieving ‘patient’ health information from health information records that were staged in one of four HIEs. The drill scenarios covered five likely types of patients to be encountered in a disaster event: evacuees transferred from a healthcare facility in an affected area, victims transported by first responders, victims transported by friends or family, walking wounded requiring first aid, and evacuees requiring care because they have been displaced from their regular care providers.

The drill successfully provided volunteers with first-hand exposure to the PULSE system and its functionality and afforded insight into how to make workflow adjustments that will increase operational efficiencies, thus helping to provide better patient care in the event of a real world emergency.

PULSE is still under development by the operating vendor, Audacious Inquiry (Ai), but is scheduled for being launched in late Fall 2017. Local DHV/MRC System Administrators will receive more information about activation and use prior to the launch date.

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Left: EMSA Director Dr. Howard Backer and DHV Volunteers using PULSE system.

Below: Different Health Information Exchange Organizations (HIOs) were monitoring the system from their ends.



Emergency Credential Levels (ECL)

To make the most effective use of health professionals who may have varying levels of clinical competency, the ESAR-VHP program has developed a uniform process for classifying and assigning volunteers into one of four credential levels, based on the credentials provided and verified.

So, what does this mean to health professional volunteers?

Level 1	Identifies volunteers who are clinically active in a hospital, either as an employee or by having hospital privileges.
Level 2	Identifies volunteers who are clinically active in a wide variety of settings, such as clinics, nursing homes, and shelters.
Level 3	Identifies volunteers who meet the basic qualifications necessary to practice in the state in which they are registered.
Level 4	Identifies volunteers who have healthcare experience or education that would be useful for assisting clinicians and providing basic healthcare not controlled by the scope of practice laws (may include health professions students or retired health professionals who no longer hold a license).

Assigning healthcare volunteers to these different levels is important because it:

- Reduces the credential verification burden for emergency care delivery;
- Allows personnel to be allocated according to need;
- Permits volunteers to be used at their highest capacity; and
- Facilitates sharing of volunteer personnel



* Sources: <https://www.phe.gov/esarvhp/Pages/registration.aspx>

You might hear from us here at the CA Emergency Medical Services Authority (EMSA)!

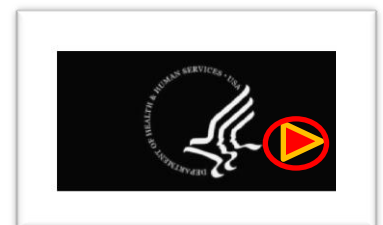
Clinicians, we want to make sure that your Emergency Credential Level (ECL) is correct, especially if you are currently working in a hospital or a medical clinic. EMSA assists your local DHV/MRC System Administrator by verifying employment/license information in order to assign the proper ECL. Elizabeth “Polly” Lopez and Jason McGee, of our EMSA staff may contact you via email from our Sacramento headquarters to verify your employment, license status, or additional information. Although you may have already entered requested information into the DHV system, Polly and Jason may contact you to verify that information. If you have any questions about the requested information or this email contact, please feel free to email us at dhv@emsa.ca.gov or call me, Patrick Lynch, Response Personnel Unit Manager, at (916) 431-3683. Again, please do not be surprised if you get an email from us!

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ESAR-VHP - The Stories and Experiences of Volunteer Health Professionals

Video: ESAR-VHP - The Stories and Experiences of Volunteer Health Professionals

Link: <https://www.youtube.com/watch?v=68ZBDO06NpY>



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Cal OES California Day of Preparedness

EMSA Disaster Medical Services shared preparedness tips at the 12th annual California Day of Preparedness event in historic Old Sacramento. The event was hosted by Cal OES on Saturday, August 26 and kicked off National Preparedness Month.

<http://www.caloes.ca.gov/ICESite/Pages/California-Day-of-Preparedness.aspx>



#CAPrepDay

EMSA Disaster Medical Services (DMS) staff
and Sacramento MRC staffing in the booth

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California Hospital Association Disaster Planning Conference

The California Hospital Association (CHA) is hosting the Disaster Planning for California Hospitals conference on September 18 – 20, 2017 in Sacramento. The conference and exhibit show will be held at the Sacramento Convention Center, located just across the street from the host hotel, the Hyatt Regency Sacramento. The pre-conference workshop on Monday, September 18 will be held at the Hyatt Regency.

This program is for hospital executives, physicians, emergency preparedness coordinators, community partners and all other members of the disaster planning team.

Please see CHA website for details: <http://www.calhospital.org/disaster-planning>



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Great ShakeOut



Millions of people worldwide will practice how to **Drop, Cover, and Hold On** at 10:19 a.m. on October 19 during Great ShakeOut Earthquake Drills which began in California in 2008.

Participating is a great way for your family or organization to be prepared to survive and recover quickly from big earthquakes— wherever you live, work, or travel. Register here to be included in the 2017 ShakeOut!

<http://www.shakeout.org/register/>



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DHV Events

January February March April May June July August September October November



Quarterly DHV System Drills:

On Wednesday, July 12, 2017, EMSA conducted the DHV Statewide Quarterly Drill with DHV System Administrators.

Administrators were instructed to search the DHV system and send a message to specific volunteers giving them 20 hours to respond.

52 County/MRC organizations participated in the drill/exercise play during a 20 hour period.

The Quarterly Drill was a statewide test of California's ESAR-VHP notification/communications system. It is an opportunity for System Administrators to test their basic knowledge and to query the system to gain proficiency.

Quarterly Drills increase and maintain System Administrator competence with the system. Ongoing drills also provide an opportunity for System Administrators to achieve grant requirement deliverables.

The next quarterly drill will be the Autumn Charge Exercise slated for Wednesday, October 4, 2017.



The Autumn Charge Exercise is a multi-state, coast-to-coast ESAR-VHP and MRC exercise to evaluate the use of the DHV (ESAR-VHP) systems during a simulated disaster. Our software vendor, Intermedix, develops and conducts this exercise.

July 12, 2017 DHV Drill Results

- 52 Counties/MRC's Participated
32 County Organizations
20 MRC Organizations
- Drill duration 24 hours
- Directed to
 - Send a message to specific volunteers giving them 20 hours to respond
 - Provide EMSA with a CSV Export of the volunteers that responded to the message

July 12, 2017 DHV Drill Results

Organizations with **HIGHEST % of Responders** Replied to Message.....

7 Organizations with above 50% Response Rate!!!

1. Contra Costa MRC- 68%
2. Ventura MRC- 62%
3. Berkeley MRC- 58%
4. Marin MRC- 56%
5. San Luis Obispo MRC- 54%
6. Tuolumne County Unit- 51%
7. Santa Barbara MRC- 51%

Average of 34% of Responders Replied to the Message

July 12, 2017 DHV Drill Results Thank You for Participating!

Alameda County Unit	Long Beach MRC	San Joaquin County Unit
Amador County Unit	Madison County Unit	San Luis Obispo County MRC
Berkeley MRC	Marin County MRC	San Mateo County Unit
Calaveras County Unit	MRC of Los Angeles	San Mateo County Unit
California Veterinary MRC	Maricopa County Unit	Santa Barbara County MRC
Colusa County Unit	Maricopa County Unit	Santa Clara County MRC (BIDRS)
Contra Costa County Unit	Monterey County Unit	Santa Clara County Unit
Contra Costa County Unit	Napa County MRC	Shasta County Unit
El Dorado County Unit	Orange County MRC	Stanislaus County MRC
Fresno County Unit	Orange County Unit	Sutter County Unit
Glenn County Unit	Palm Springs MRC	Tehama County Unit
Humboldt County Unit	Riverside County MRC	Trinity County Unit
Imperial County MRC	Sacramento County Unit	Tulare MRC
Imperial County Unit	San Benito County Unit	Tuolumne County Unit
Inyo County Unit	San Diego County MRC	Ventura County MRC
Kern County MRC	San Diego County Unit	Visalia MRC
Kings County Unit	San Francisco County Unit	Yuba County Unit

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Online Disaster Training Opportunity

Emergency Management Institute



The Emergency Management Institute's (EMI) Distance Learning (DL) Section offers the Independent Study Program (ISP). This is a distance learning program which offers training, free of charge, to the nation's emergency management network and the general public. It serves as both an alternative means to deliver valuable training to the professional and volunteer emergency management community, and an opportunity to improve public awareness and promote disaster preparedness nationally. The Independent Study Program offers over 185 training courses via the training website. There has been substantial growth in the program since 2004 due to the National Incident Management System training requirements. To learn more about training classes and many other training opportunities, visit FEMA's Emergency Management Institute's website: <http://www.training.fema.gov/EMI/>

IS-26: Guide to Points of Distribution

Link: <https://training.fema.gov/is/courseoverview.aspx?code=IS-26>

Course Overview

This guide was developed to support the Points of Distribution (POD) overview video and provide an in depth look into the planning, operations, and demobilization stages of a POD mission. The lessons detail the staffing and procedures any state will need to plan for, execute, and shut down POD operations. The guide also includes key lessons such as safety, equipment, and resource accountability and informs the reader about the "Adopt a POD" program being used by the state of Washington.

Course Length: 4 hours **Prerequisites:** None

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Register for your FEMA SID

What is a FEMA SID? FEMA Student Identification (SID) number is a unique number generated and assigned to anyone who needs or is required to take training provided by a FEMA organization. Your FEMA SID uniquely identifies you throughout the FEMA organization and all of its agencies. The goal is for your FEMA SID to serve as your personal identification number instead of your Social Security Number (SSN) in support of FEMA's effort to decrease/cease the use of SSN for identifying and tracking individuals.

Why do I need a FEMA SID?

A FEMA SID is required to register for and participate in any training provided by FEMA. All FEMA training providers' registration systems and enrollment procedures require a valid FEMA SID. The FEMA SID will serve as your unique identifier and be used to maintain the record of FEMA training you attended.

[Learn more about the FEMA Student Identification \(FEMA SID\) number](#)

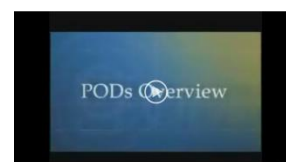
Register your FEMA SID here : <https://cdp.dhs.gov/femasid/register>

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FEMA Media Library

Video: PODs Overview

Link: <https://www.fema.gov/media-library/assets/videos/72926>

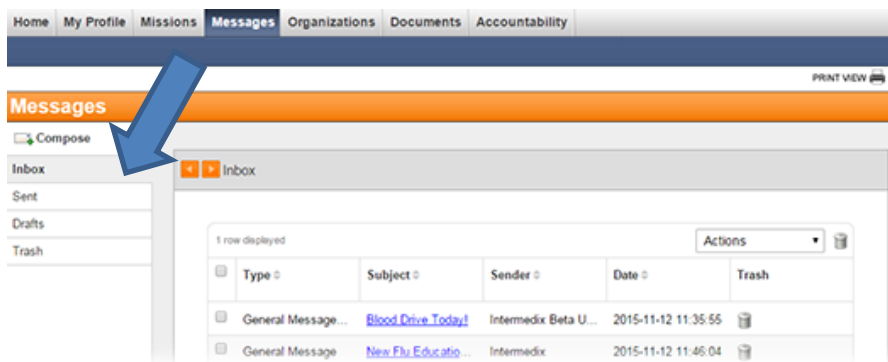


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DHV “User Tips”

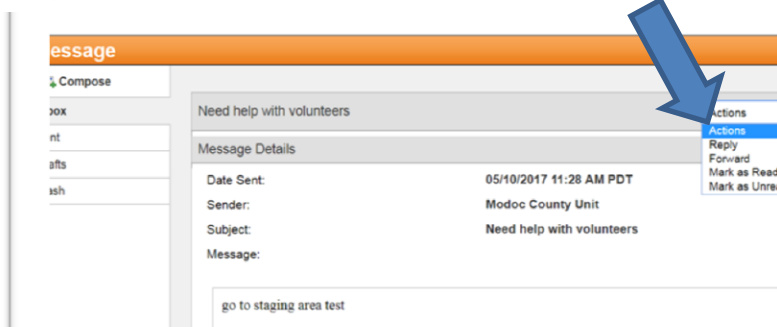
DHV Messages

DHV system allows you send and receive messages from your local administrators.



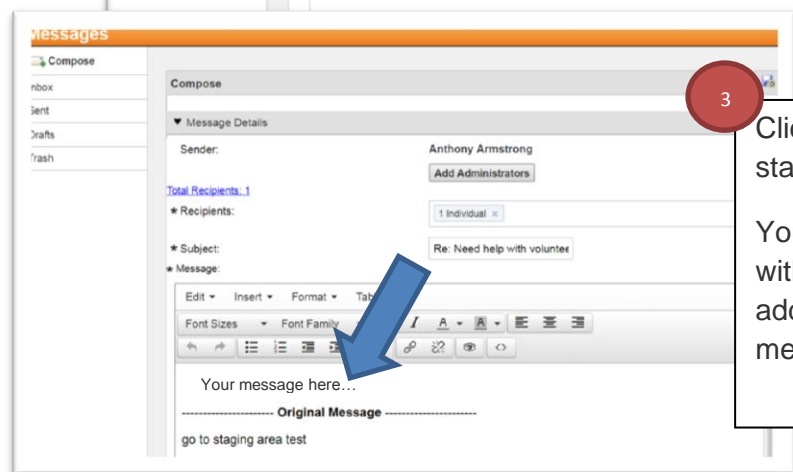
To open a message:

Click the Messages tab to see the messages in your [Inbox](#), and access any other message folders



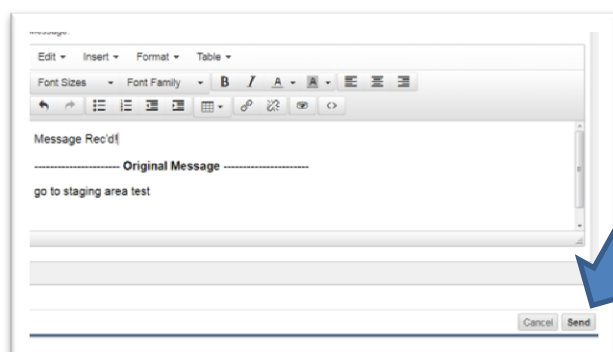
To reply a message:

Click the Action
Select Reply



Click the Messages Area and start to type in your message.

You can format your message with tools, add html code and add hyperlinks within your message.



Click “Send” to send your message

If you have other questions related to the system, please feel free to email dhv@emsa.ca.gov

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DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. In these times of crisis; hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospital, public health and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California EMS Authority in partnership with the California Department of Public Health (CDPH). DHV volunteers include healthcare professionals (medical, public health, mental health, EMS and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov

America's Health Volunteers



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Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that you take a moment to update your DHV System information when your information changes. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits.

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The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteers Program administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV Program.



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Craig Johnson, Chief, Disaster Medical Services
William Hartley, Assistant Chief, Disaster Medical Services, Operations
Patrick Lynch, Manager, Response Personnel Unit
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